

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (C2) Maintenance Support for Various SMAO Systems

TA No: 181-Rev3

Task Area Monitor:

Alternate Task Area Monitor:

None

NASA POC:

Software Control Class:

Low Control

Type of Task:

Recurring Task

2. BACKGROUND

This task is to provide maintenance support for the following systems during FY 08 thru April 2009: Audit Tracking System (ATS), Contractor Monthly Accident Report (CMAR), Non-Conformance Failure Reporting System (NFR), LaRC Risk Management System (RMS), Facility Safety Personnel Listing (FSPL), Safety and Mission Assurance File Server, Safety and Mission Assurance Office Documentation Library, and Safety Web Server.

FY 07 funding was put on the task to do some enhancements to various databases on the server. SMAO will be adding additional server databases (QAB, MAB, MAQAL) as well as providing enhancements to the current databases.

3. OBJECTIVE

This task is to provide maintenance support for the following systems during FY 08 thru April 2009: Audit Tracking System (ATS), Contractor Monthly Accident Report (CMAR), Non-Conformance Failure Reporting System (NFR), LaRC Risk Management System (RMS), Facility Safety Personnel Listing (FSPL), Safety and Mission Assurance File Server, Safety and Mission Assurance Office Documentation Library, and Safety Web Server.

FY 07 funding was put on the task to do some enhancements to various databases on the server. SMAO will be adding additional server databases (QAB, MAB, MAQAL) as well as providing enhancements to the current databases.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:

This task is to provide maintenance support for the following systems during FY 08 thru April 2009: Audit Tracking System (ATS), Contractor Monthly Accident Report (CMAR), Non-Conformance Failure Reporting System (NFR), LaRC Risk Management System (RMS),

Facility Safety Personnel Listing (FSPL), Safety and Mission Assurance File Server, Safety and Mission Assurance Office Documentation Library, and Safety Web Server.

FY 07 funding was put on the task to do some enhancements to various databases on the server. SMAO will be adding additional server databases (QAB, MAB, MAQAL) as well as providing enhancements to the current databases.

Exceptions and Additional Requirements:

FY 07 funding was put on the task to do some enhancements to various databases on the server. SMAO will be adding additional server databases (QAB, MAB, MAQAL) as well as providing enhancements to the current databases.

These enhancements has already been communicated to the CONITS POC and is work in progress.

General IT Support Services Performance Metrics

Performance Standard: The security of systems and data that fall under this task is ensured.

Performance Metrics:

- Exceeds: The system meets the baseline IT security requirements for an information category with more stringent requirements than the information category of the system; there are no unpatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management and approved by the LaRC IT Security Manager; user accounts are removed by the close of business of the day that the requirement for an account is terminated; any IT Security incidents are reported to the LaRC IT Security Manager, the NASA TAM, and Alternate TAM within 30 minutes of incident after they are discovered.
- Meets: All baseline IT security requirements for the information category are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; user accounts are removed within one week of the termination of the requirement for an account; any IT Security incidents are reported to the LaRC IT Security Manager, the NASA TAM, and Alternate TAM within 2 hours of incident after they are discovered.
- Fails: The system does not comply with the baseline IT security requirements for the information category and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; user accounts, for which the requirement was terminated have not been removed after a period of two weeks; the system has an IT security incident that is not reported to the LaRC IT Security Manager, the NASA TAM, and Alternate TAM.

Performance Standard: The security of systems and data that fall under this task is ensured. All databases will be maintained and meet all current NASA security guidelines. Also all database instances will meet any additional industry standards.

Performance Metrics:

- Exceeds: The system meets IT security requirements for an information category more stringently than expected; there are no unpatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management and approved by the LaRC IT Security Manager; user accounts are removed by the close of business of the day that the requirement for an account is terminated; any IT Security incidents are reported to the LaRC IT Security Manager and the NASA Technical Monitor within 30 minutes of the incident
- Meets: All baseline IT security requirements for the information category are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; user accounts are removed within one week of the termination of the requirement for an account; any IT Security incidents are reported to the LaRC.
- Fails: The system does not comply with the baseline IT security requirements for the information category and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; user accounts, for which the requirement was terminated, have not been removed after a period of two weeks; the system has an IT security incident that is not reported to the LaRC IT Security Manager and the NASA Technical Monitor.

Performance Standard: The contractor provides reasonable and proactive monitoring of applications.

Performance Metrics:

- Exceeds: The contractor detects the loss of an application or detects a security breach less than 1/2 hour following its occurrence or prior to the start of service support hours. The contractor notifies the TAM and any impacted customers of application service interruptions within 1 business hour of its detection.
- Meets: The contractor detects the loss of an application or detects a security breach within 1/2 - 1 hour following its occurrence during core support hours. The contractor notifies the TAM and any impacted customers of application service interruptions within 1 business hour of its detection.
- Fails: The contractor fails to detect the loss of an application within 1 hour of its occurrence during core support hours.

Performance Standard: The contractor provides reasonable and proactive monitoring of applications as set forth in the Service Level Agreement (SLA).

Performance Metrics:

- Exceeds: The contractor exceeds the application monitoring standards set forth in the SLA.
- Meets: The contractor meets the application monitoring standards set forth in the SLA.
- Fails: The contractor fails to meet the application monitoring standards set forth in the SLA.

Performance Standard: The security of systems and data that fall under this task is ensured.

Performance Metrics:

- Exceeds: The system meets IT security requirements for an information category more stringently than expected; there are no unpatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management and approved by the LaRC IT Security Manager; user accounts are removed by the close of business of the day that the requirement for an account is terminated; any IT Security incidents are reported to the LaRC IT Security Manager and the NASA Technical Monitor within 30 minutes of the incident.
- Meets: All baseline IT security requirements for the information category are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; user accounts are removed within one week of the termination of the requirement for an account; any IT Security incidents are reported to the LaRC.
- Fails: The system does not comply with the baseline IT security requirements for the information category and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; user accounts, for which the requirement was terminated, have not been removed after a period of two weeks; the system has an IT security incident that is not reported to the LaRC IT Security Manager and the NASA Technical Monitor.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: Facility Safety Personnel Listing (FSPL)

LaRC Manager:

Work Area Description: To provide maintenance support to FSPL.

Work Area Requirements: a. Eliminate the Safety Specialist field from the FSPL completely.

b. In the Safety Engineer change that current test field to allow an employee name to be selected from the LaRC Personnel Locator and provide an email hyperlink in the same manner as the Facility Safety Head and Facility Coordinator fields allow.

c. Develop an automatic daily mechanism/program within FSPL that will compare the list of FSPL facilities with the Real Property Facility Listing and enable the mechanism/program to automatically delete facilities from the FSPL listing that no longer exist in the Real Property Listing.

d. Update the application in accordance with the NASA and LaRC security requirements to comply with Homeland Security Presidential Directive -12 □ New Identity and Access

Requirements.

Work Area Title: Audit Tracking System (ATS)

LaRC Manager:

Work Area Description: To provide maintenance support to ATS.

Work Area Requirements: a. Change the audit closure as instructed by the SFAB to include, but not be limited to:

1. A text field to allow Facility Safety Heads (FSHs) and/or Facility Coordinators (FCs) to input a ROME Integrator Work Request Number and indicate whether the work is open or completed. Allow a completed ROME work request data field.
2. Revision of automatic e-mail notification to FSH and FC that their correction action has been reviewed and accepted by the SFAB and the audit will remain open until all corrective actions, including completion of ROME work requests, have been closed.
3. Development of a button entitled Corrective Action Plan Complete that will notify the SFAB that a FSH and/or FC have entered corrective actions for all of their facility audit findings.
4. Development of SFAB auditor acceptance of correct actions field.
5. Modification of Response Complete process to inform the SFAB that all corrective actions associated with have an audit have been completed and closed by the FSH and/or FC, therefore the SFAB may review and close the audit.
- b. Add a repeat finding block to all checklist items and add a report capability to allow the SFAB to generate a report by audit type, facility, or checklist item of repeat finding.
- c. Delete Environmental and Security Coordinator fields.
- d. Add additional Alternate Facility Safety Head and Alternate Facility Coordinator fields and new Organizational Facility Safety Head, Alternate Organizational Facility Safety Head, Organizational Facility Coordinator, and Alternate Organizational fields to correspond with the fields currently in the Facility Safety Personnel Listing (FSPL). Develop a daily comparison mechanism/program that will compare the above listed data fields in the ATS to the FSPL and update the ATS to correspond to with the positions listed in FSPL.
- e. Provide the SFAB with the ability to inactivate a facility that has been abandoned or removed from the Center Real Property Listing from the pull down menu of facilities. Inactivated facilities and associated audits will remain in the ATS historical files.
- f. Change ATS login process for first time users to be consistent with the Supervisor Safety Inspection System, which is for the User to enter their email address and select the Login button, which will prompt them to enter a customized password in accordance with Center requirements. This will eliminate the current ATS initial password of Sybase.
- g. Deactivate the Scheduling feature and archive historical data.
- h. All SFAB to edit the text of the letter.
- i. Add a spell check feature.
- j. Add a repeat finding button and provide a reporting capability.
- k. Eliminate the hours to perform audit.
- l. Add a finding categorization button to enable the SFAB to rate the finding as imminent danger, regulatory, non-regulatory, etc. and provide a report based on the categorization.
- m. Allow for multiple facilities to be selected for one audit.
- n. Update application in accordance with the NASA and LaRC security requirements to comply with Homeland Security Presidential Directive-12. New identity and Access Requirements.
- o. On the Audit Screen, Change Recommendations of Correction to Description and Recommendation for Corrective Action.

- p. On the Cover Letter screen: Add the ability to upload a PDF file. An Attachment button will be added under the Check Spelling button of the Summary box.
- q. On the Approve Audit screen: Remove the Scheduled column.
- r. On the Respond to Audit: Remove the Scheduled column.
- s. Investigate and correct the Error when clicking the Save button in the Respond to Audit Screen.
- t. Add the capability to Add multiple Findings on the Create Audit Screen □ Replicate the entire section from Description down to Corrective Actions for each Finding.
- u. Add the capability to select multiple facilities for one audit.

Work Area Title: Supervisor Safety Inspection System (SSIS)

LaRC Manager:

Work Area Description: To provide maintenance support to SSIS.

- Work Area Requirements:
- a. Provide the SFAB with an inspection delete button.
 - b. Add view capability of inspections for all Center employees consistent with the one available in ATS.
 - c. Modify checklist to allow each item to be marked NA, instead of the current capability of only allowing checklist section to be marked NA.
 - d. Add a comments text field box to allow individuals to enter additional information concerning their inspections consistent with the ATS Auditor Comments field.
 - e. Add a FSH/FC user access level to allow them to enter corrective actions and close findings.
 - f. Delete the Branch Head and Team Lead user access levels.
 - g. Add a repeat finding button and provide a reporting capability.
 - h. Update application in accordance with the NASA and LaRC security requirements to comply with Homeland Security Presidential Directive-12, New Identity and Access Requirements.
 - i. Modify the Request Change to allow user to request for the FSH/FC access and Supervisor update.

Work Area Title: Safety and Facility Assurance Branch (SFAB) Website

LaRC Manager: Janet Edmondson

Work Area Description: To provide maintenance support to the SFAB website.

Work Area Requirements:

- a. Resolve firewall issues to allow access by other Centers (individuals with an @nasa.gov email).
- b. Modify all listings to display most current records first (i.e., Safety Alters).
- c. Add ability for SFAB to add permanent buttons.
- d. Modify the safety concern display screen to expand the description and corrective action text fields to display to make the information easier to read than the current display, which puts the information in a small slender column making it impossible to read the information on one screen.
- e. Add a What's New text box capability to the front page of the web site under triangle. The SFAB shall be capable of activating and inactivating this text box as needed to provide important information to the LaRC Community.
- f. Provide the SFAB with the ability to add and delete names to automatic email distribution lists for submitted SFAB surveys and safety concerns/close calls.
- g. Update application in accordance with the NASA and LaRC security requirements to

comply with the Homeland Security Presidential Directive-12, New Identity and Access Requirements.

h. Add a sort capability to the Safety Alerts and Safety Concerns.

i. Update the Safety Concerns Search submittal form.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None Required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None Required.

10. JOINT REVIEW SCHEDULE

None Required.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/06 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50% Timeliness: 50%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

Date	MileStones
12/22/2005	None Required

16. DELIVERABLES

None required.

17. FILE ATTACHMENTS

None.